evoswitch
NEXT GENERATION DATACENTERS

User manual

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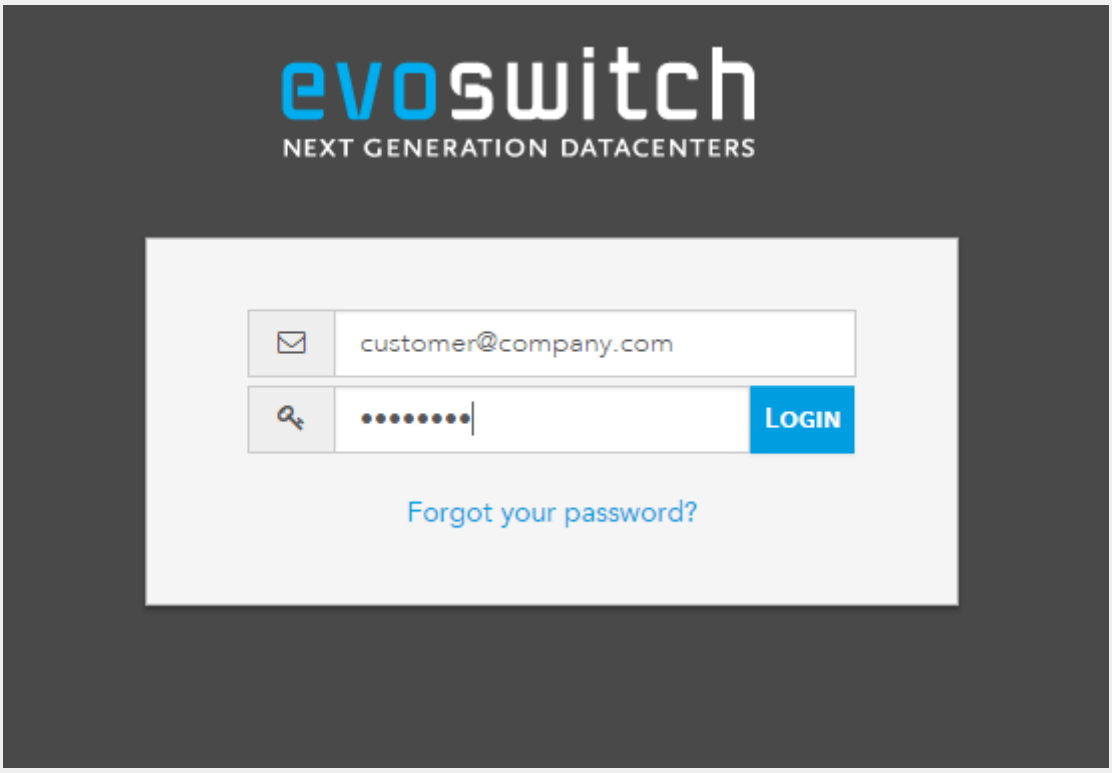
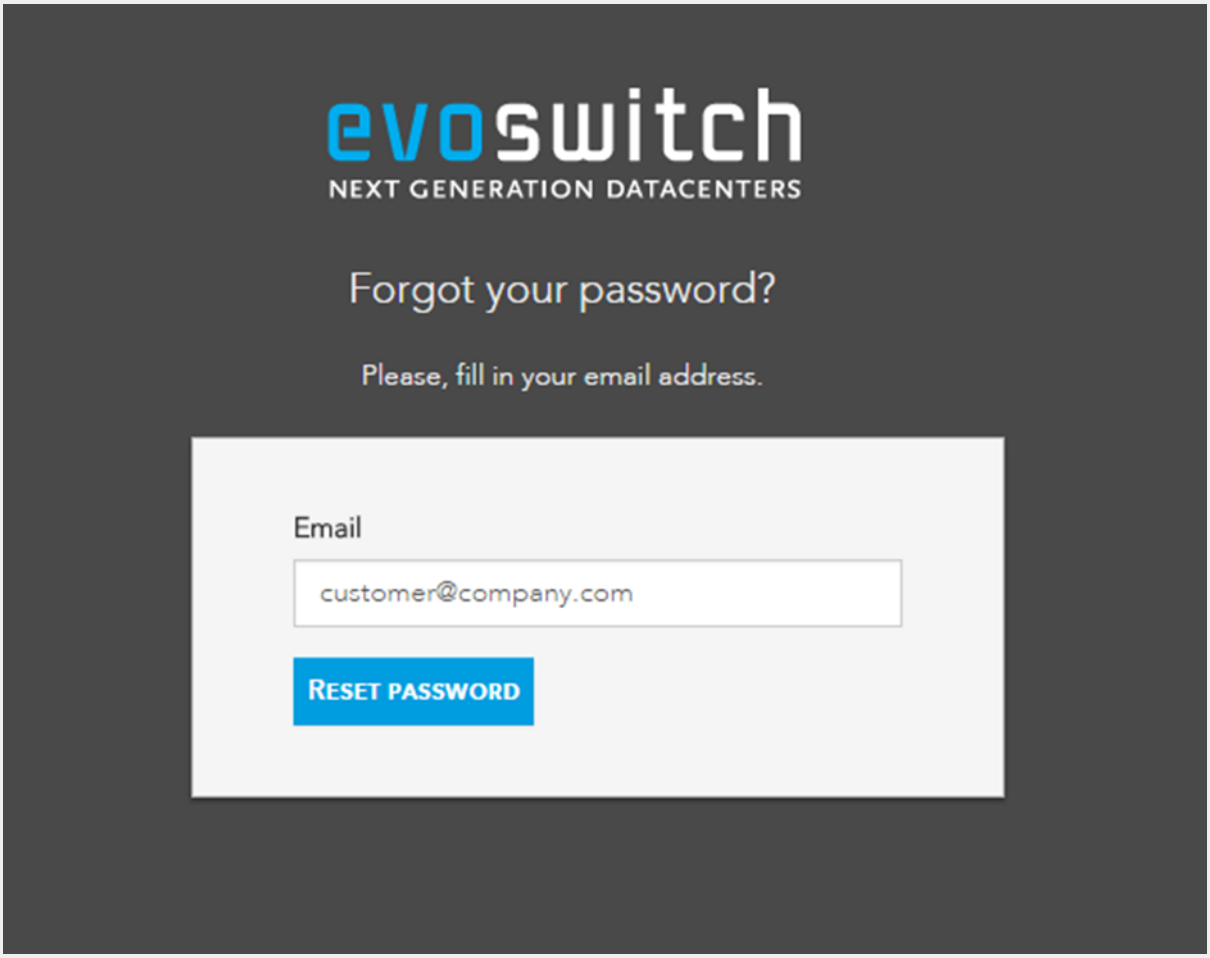
Login



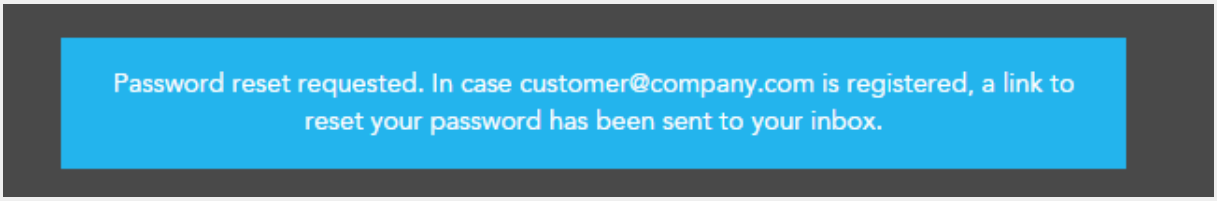
Go to https://secure.evoswitch.com to access the EvoSwitch Customer Portal. Enter your Username (email) and Password and press the Login button.

Forgot your password

If you forgot your password click on the link "Forgot your password?" at the login screen. You will be redirected to the page where you can reset your password.

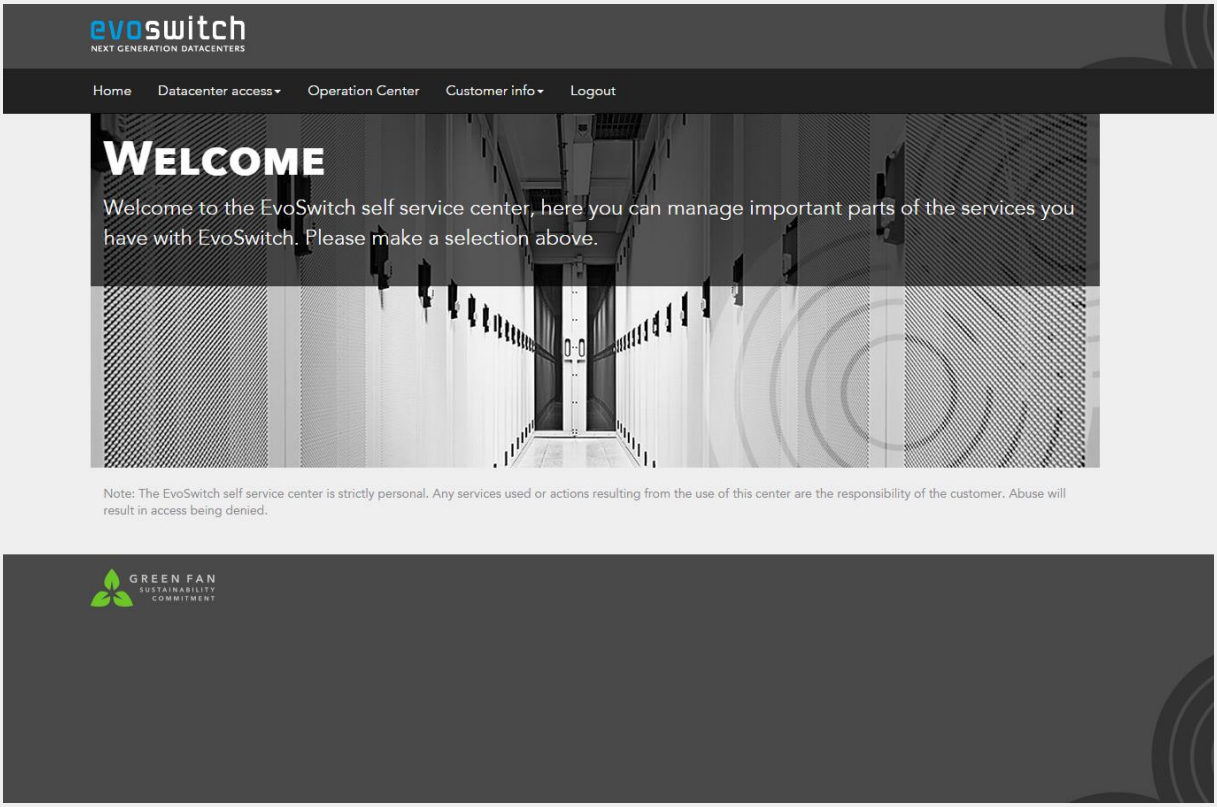


Please fill out your email (the same email as you use for login into EvoSwitch customer portal) and click the button ''Reset password''. You will receive the confirmation message as shown below. Check your e-mail and follow the link in the sent e-mail for further instructions.


Password reset requested. In case customer@company.com is registered, a link to reset your password has been sent to your inbox.

Home page

After a successful login, the homepage will be opened and looks as shown below:


evoswitch
NEXT GENERATION DATACENTERS
Home
Datacenter access
Operation Center
Customer info
Logout
WELCOME
Welcome to the EvoSwitch self service center, here you can manage important parts of the services you have with EvoSwitch. Please make a selection above.
Note: The EvoSwitch self service center is strictly personal. Any services used or actions resulting from the use of this center are the responsibility of the customer. Abuse will result in access being denied.
GREEN FAN
SUSTAINABILITY
COMMITMENT

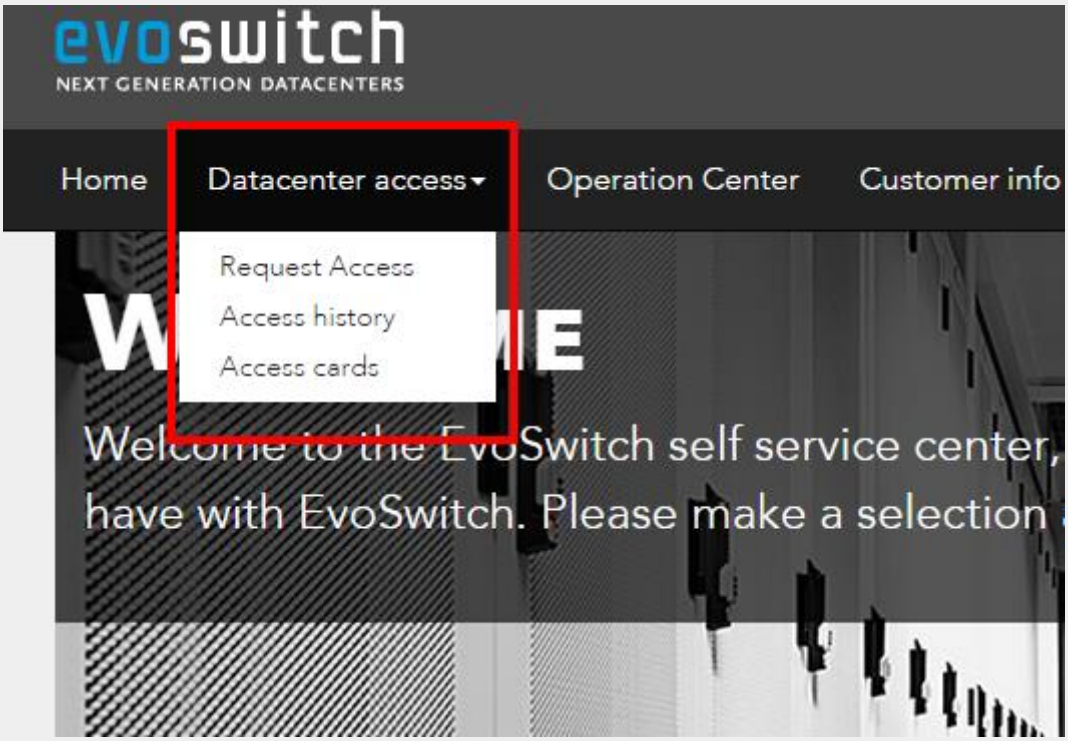
The main things you can do within the EvoSwitch Customer Portal are:

- Request datacenter access and see the history of visits;
- Manage your datacenter access cards
- Get notifications in operation center
- Manage your personal information
- Get your invoices and racks information
- Change your password

More information about these topics will be given in the following pages. If you have any questions after reading this document, please send an e-mail to: salessupport@evoswitch.com. We will be happy to assist you.

Datacenter access

When you are logged in, you can click the “Datacenter access” link in the menu. It opens a dropdown menu with 3 options: Request access, Access history and Access cards. Click the option you need.



Request access

To open the page click the “Request Access” link in the “Datacenter access” dropdown menu. The link opens the page with the “Requests datacenter access” form. To request access, fill out the form and click the “Request access” button.

The following details should be filled out:

- First and last name (exactly as stated in the passport)
- E-mail address
- Phone number of the person who is going to visit the datacenter
- The date of visit and racks you want to visit

Request Datacenter Access

First Name *

Last Name* *(The lastname must be filled in exactly as stated on the passport.)*

Email *

Phone number *

Choose Country

Sms confirmation

OFF

Date of visit *

mm/dd/yyyy

Select racks *

Select All

Hall 1-GD09

Hall 1-GJ13

I fully understand that by selecting this box and clicking the "Request Access" button below, I agree and acknowledge the rules. *

REQUEST ACCESS

* Indicates required field

If you fill out the form correctly, you will get the following message:

Your access request has been accepted, your access ID will be sent to you via SMS and/or Email.

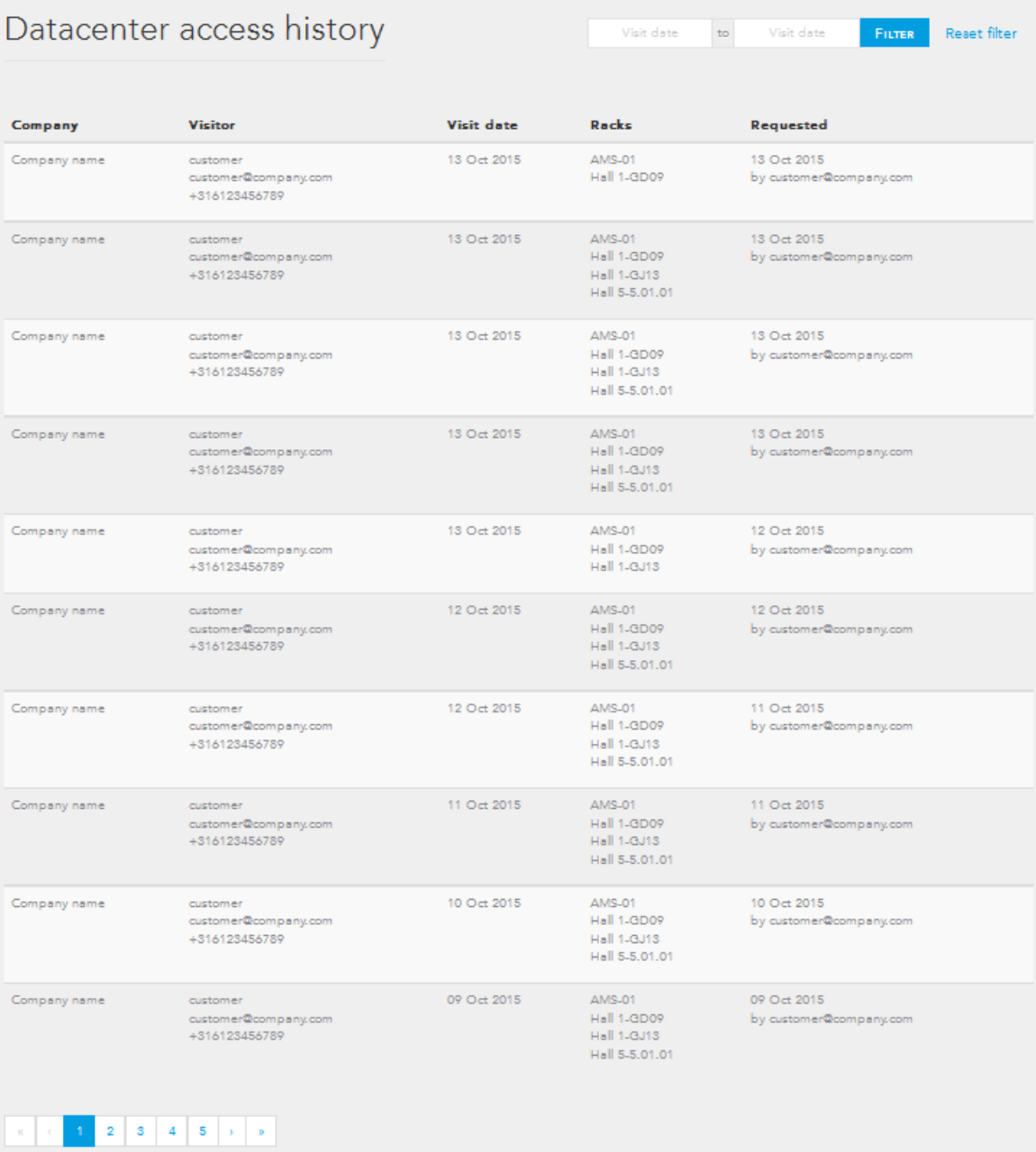
Please note that it is still mandatory to bring a valid ID when visiting our datacenter.

Access history

The access history page shows the history of access requests. The following information can be found on the page:

- Visitor information (name, email, phone number)
- Request date and requestor
- Visit date
- Visited racks

There is also a possibility to filter the list by visit date (the filter is placed in up right corner).

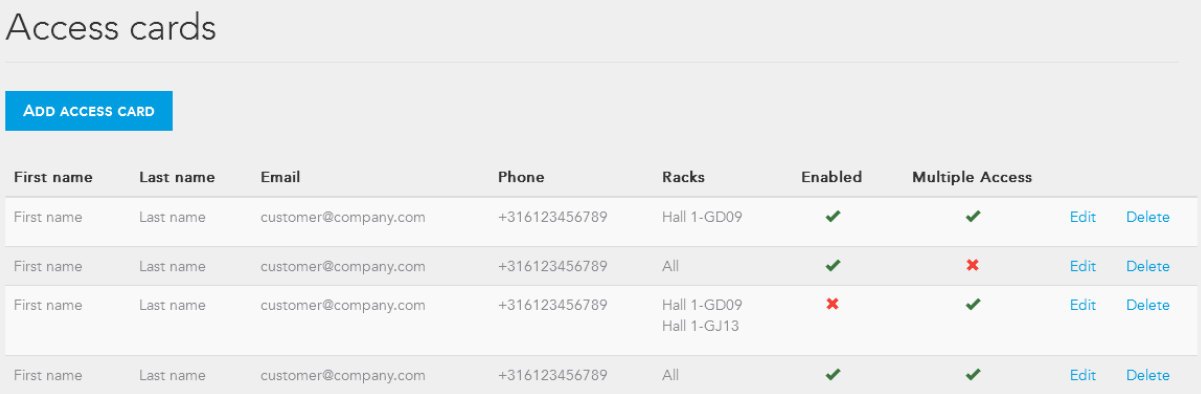


Access cards

This page shows the list of access cards which can be used to request access to the data center. The information that needs to be filled out to request an access card contains the following details:

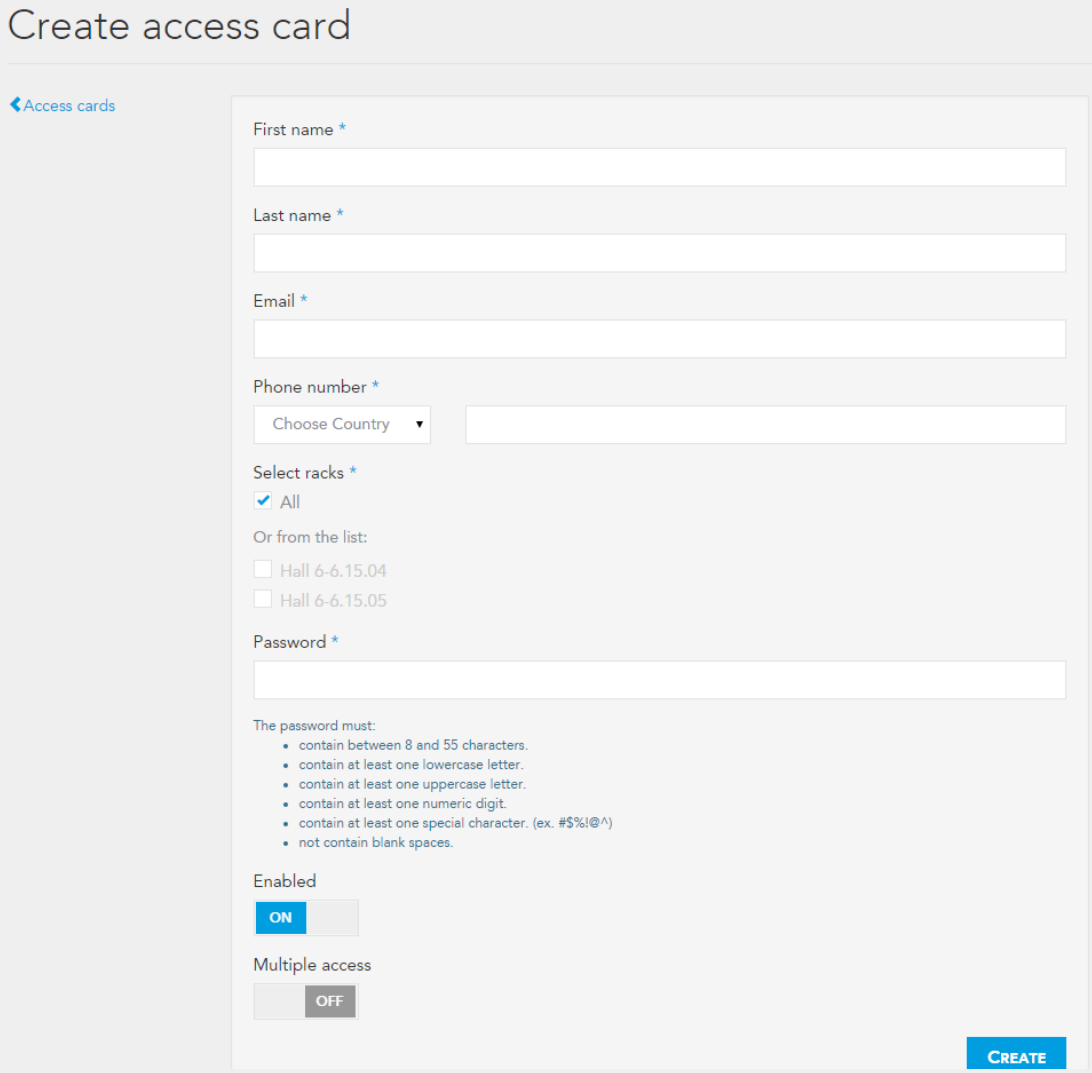
- First name
- Last name
- E-mail
- Phone number
- Available to visit racks

An access card can be enabled or disabled and can have multiple access. To delete an access card click the ‘Delete’ link. There is also a possibility to edit an access card. When you click the ‘edit’ link, you will go to the edit form.


Access cards
ADD ACCESS CARD
First name
Last name
Email
Phone
Racks
Enabled
Multiple Access
First name Last name customer@company.com +316123456789 Hall 1-GD09 Edit Delete
First name Last name customer@company.com +316123456789 All Edit Delete
First name Last name customer@company.com +316123456789 Hall 1-GD09 Hall 1-GJ13 Edit Delete
First name Last name customer@company.com +316123456789 All Edit Delete

Create access card:

To create an access card click the ‘Add access card’ button. The ‘create access card’ form will be opened.



Please fill out the following details to create an access card:

- First and last name (exactly as stated in the passport)
- E-mail
- Phone number
- Password (please read the password instructions carefully)

Choose the racks that will be available to visit with this access card. By default the ‘All’ option is selected. This means that the card holder will have access to all racks.

To give segmentations to specific racks, uncheck the ‘All’ option and select racks from the list. The card holder will only have access to the selected racks. The access card can be enabled/disabled and can allow multiple access.

In case of success you will get the message: "Access Card Holder created" and you will see the updated list of access cards.

The filled out e-mail address will be the username to login. Please remember this e-mail address and password.

The user can now login in with this e-mail address and password to request access to the datacenter.

When logged in, fill out the same form as for Request access above (if you have multiple access option you will be able to edit First and Last name, otherwise these fields will be disabled).

If filled out correctly you will get the message: "Your access request has been accepted, your access ID will be sent to you via SMS and/or Email."

Please note that it is still mandatory to bring a valid ID when visiting our datacenter.

Operation center

This page shows you the announcements of maintenance and disruption or notifications about maintenance in the data center.

Operation Center

to FILTER Reset filter

Start date	Subject	Category	End date
13 Oct 2015	Annual maintenance	maintenance	14 Oct 2015 Ends soon
09 Oct 2015	Annual maintenance	maintenance	10 Oct 2015
09 Oct 2015	Annual maintenance	maintenance	10 Oct 2015
09 Oct 2015	Annual maintenance	maintenance	10 Oct 2015
09 Oct 2015	Annual maintenance	maintenance	10 Oct 2015
08 Oct 2015	Annual maintenance	maintenance	09 Oct 2015
08 Oct 2015	Annual maintenance	maintenance	09 Oct 2015
08 Oct 2015	Annual maintenance	maintenance	08 Oct 2015
08 Oct 2015	Annual maintenance	maintenance	08 Oct 2015
08 Oct 2015	Annual maintenance	maintenance	08 Oct 2015

« ‹ 1 2 3 4 › »

Customer information

This part contains:

- Change password
- Personal data
- Invoices
- Racks

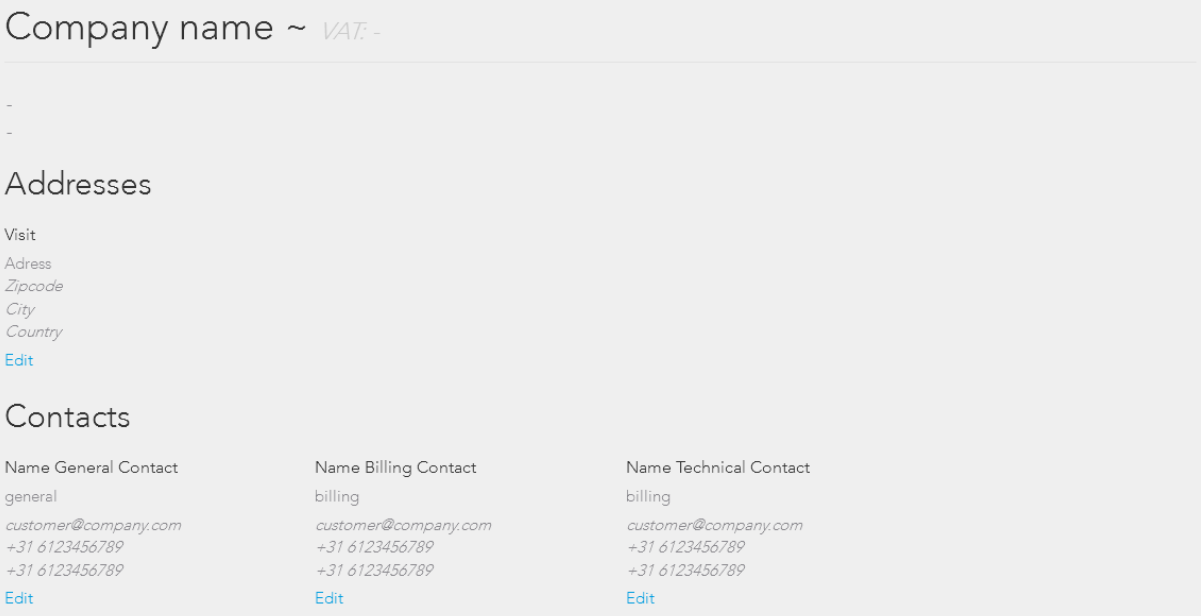
Change password

See the ''Forgot password'' section at page 4 of this manual.

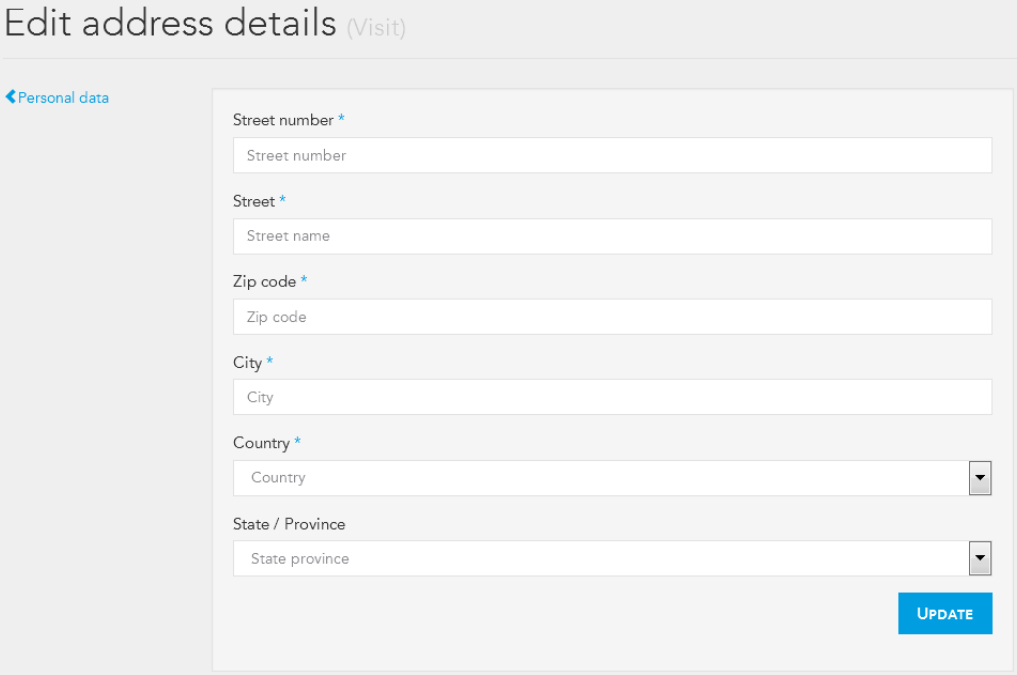
Personal data

On this page you can find your personal data as following:

- Company name / Person name
- VAT
- E-mail address
- Phone number
- Lists of addresses and contacts



You can edit your addresses and contacts. Just click on the ''Edit'' link and you will go to the edit form. Edit the information in the form and click on the ''Update'' button.



Invoices

The list of invoices contains the following details:

- Invoice/Credit number
- Type
- Date
- amount and open amount information

Too see the invoice in pdf click on the 'View' link.

Invoices

Invoice/Credit #	Type	Date	Amount	Open amount	
90000114	Invoice	01 Jul 2015	€ 2,254.81	€ 2,254.81	View
90000113	Credit	01 Jul 2015	€ 900.00	€ 0.00	View
90000112	Invoice	01 Jul 2015	€ 900.00	€ 0.00	View
300000930010289984	Credit	19 May 2015	€ 450.67	€ 450.67	View
300000930000289984	Credit	19 May 2015	€ 450.67	€ 450.67	View
90000090	Invoice	19 May 2015	€ 11.20	€ 11.20	View
90000083	Credit	19 May 2015	€ 1,119.61	€ 0.00	View
90000081	Invoice	19 May 2015	€ 1,119.61	€ 0.00	View
90000079	Credit	19 May 2015	€ 1,119.61	€ 0.00	View
90000078	Invoice	19 May 2015	€ 1,119.61	€ 0.00	View

« ‹ 1 2 3 4 5 › »

Racks

The list of your racks contains the following details:

- Rack name
- Suite
- Site
- Start date information

Datacenter Racks

Here you can see a list of your racks including which suite and site they're located in.

Rack Name	Suite	Site	Start date
6.15.04	Hall 6	AMS-01	01 Apr 2015
6.15.05	Hall 6	AMS-01	01 Apr 2015